COMS W4170 UI Theory

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Keystroke-level model (KLM)

S. Card, T. Moran, and A. Newell, The Keystroke-Level Model for User Performance Time with Interactive Systems, *CACM*, 23(7), 1980, 396–410

- Lexical level
- Given
 - Task, command language, motor skill parms, system response time parms, specific method for task
- Predict
 - Time to execute task
- Assume
 - No errors
 - Not counting time for user to "acquire" (understand) task

But, not just

keystrokes!



